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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I used to be a patron of Sonic internet in San Francisco. They are an amazing service, with affordable costs, easy provisions for customers to manage, cancel, and modify their services because they have a simple objective: to provide good service to their customers. I work from home and regularly transfer large video files between my cloud compute provider and my home workstation for work. Sonic provides symmetric upload/download speeds, clear communication of service expectations, and were generally a pleasure to use.

This is in opposition to every other internet provider in the country that services multiple cities, such as Verizon, AT&T, comcast/Xfinity, Spectrum and others. These companies charge exorbitant subscription fees (\$100+ for service that is inferior in every single way to Sonic's \$60 service). They are often the only option available to an address because they control much of the infrastructure and permits for the neighborhood to set up connections. These companies often partner with landlords and property management to prevent competition from providing service to these addresses, and residents have no option as internet is a mandatory utility now.

These larger companies provide poor customer service, have sleazy terms on their service plans and guarantees (eg: *up to* X speed, no reparations for poor service, difficult to cancel/downgrade to cheaper plans, creeping increasing fees without notification, charging for undesired services and products such as "mandatory router lease" etc.)

I just moved to New York, and am unable to find a comparable replacement for Sonic. The providers here lack competition and their prices have crept up to an unreasonable degree without even providing options that my work has come to depend on (even at their outrageously priced high tier plans).

America, the tech capital of the world, is falling behind in internet infrastructure and service compared to countries like S. Korea, Japan, Singapore, Hong Kong, Netherlands, etc. It's kind of embarrassing, honestly.

Keerthik Omanakuttan

